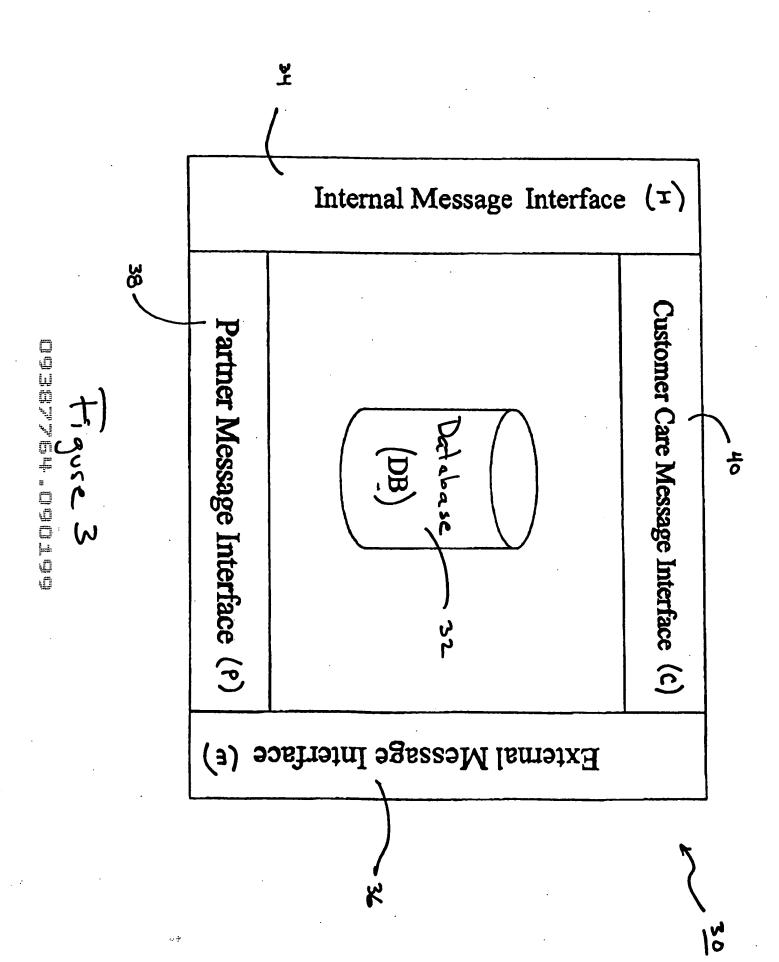
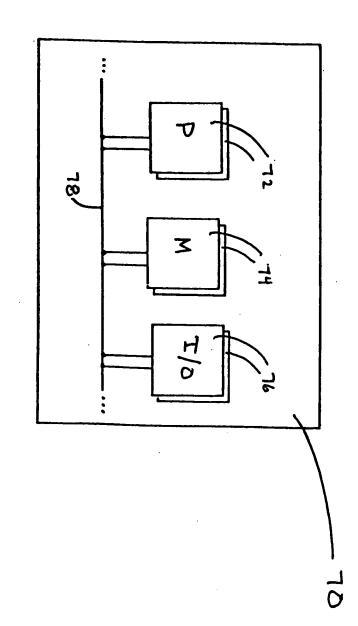


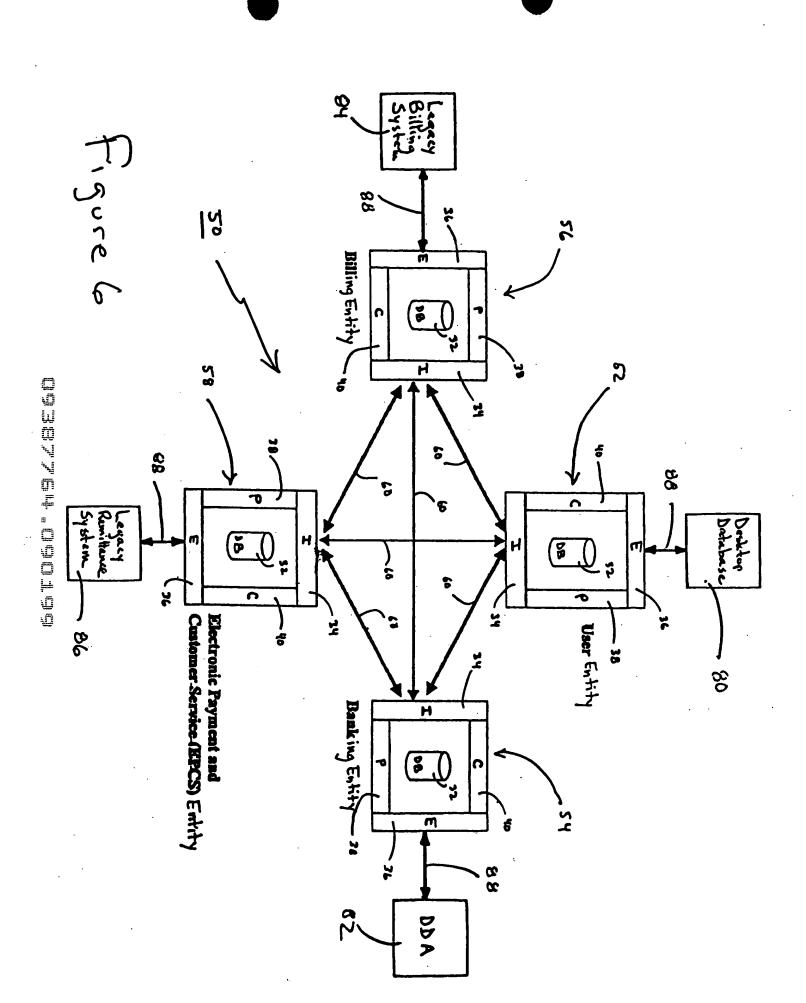
Figure 2 (piner art)

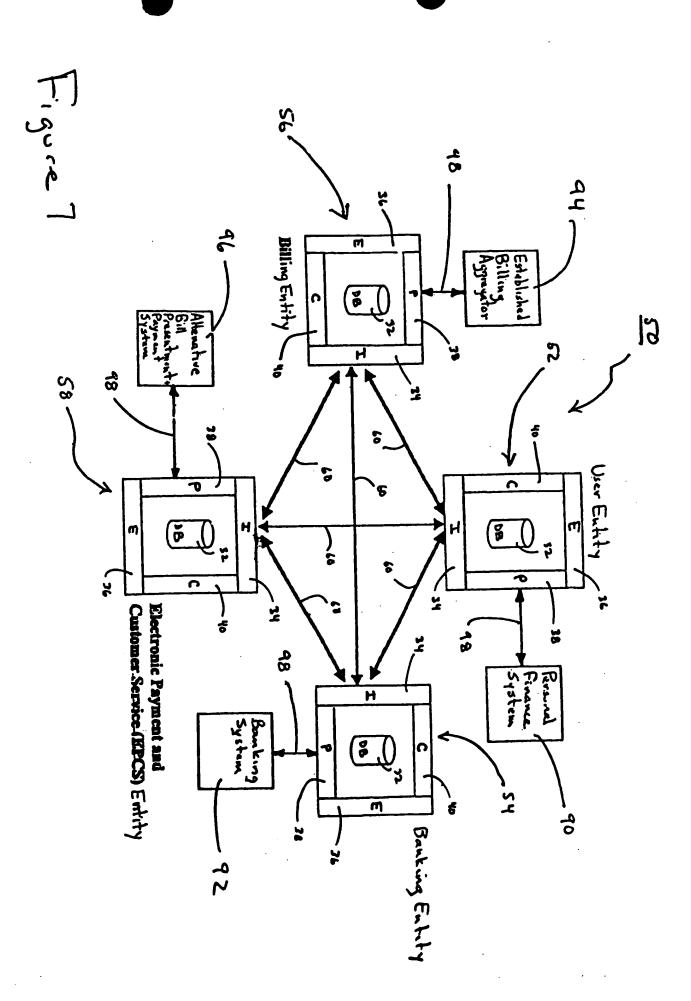


120 Billing Entity m 98 n TIGUSC 4 H f f COLDEL" + DEL'ZBECC 6 S 7 18 H 80 M 75 0 10 34 72 Customer Service (EPCS) Entity Electronic Payment and 6 1 る User Entity Banking Entity H M - 36

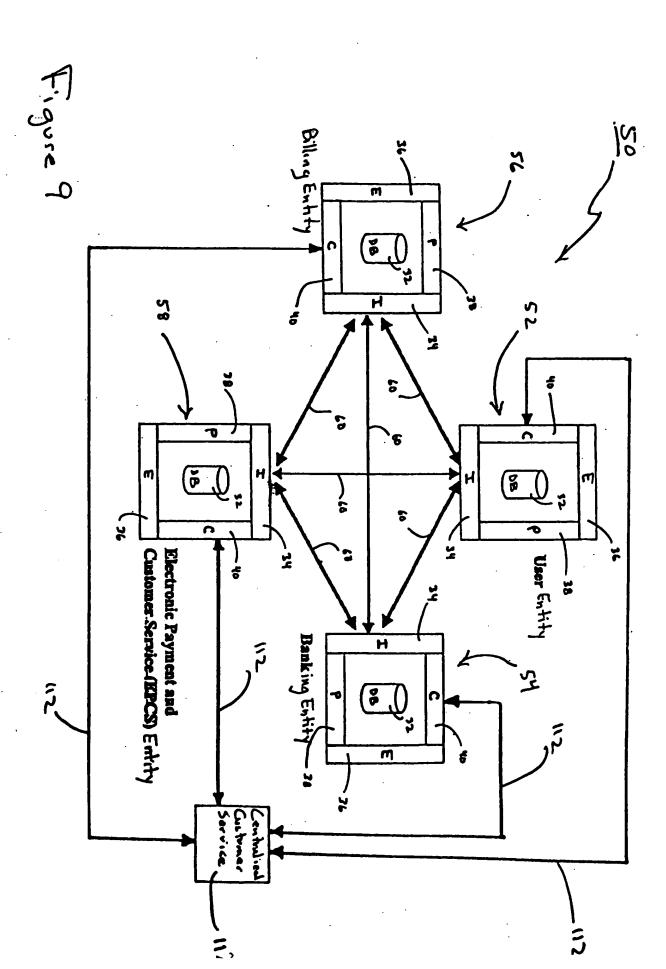
tigure 5







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Billing

EPCS 58



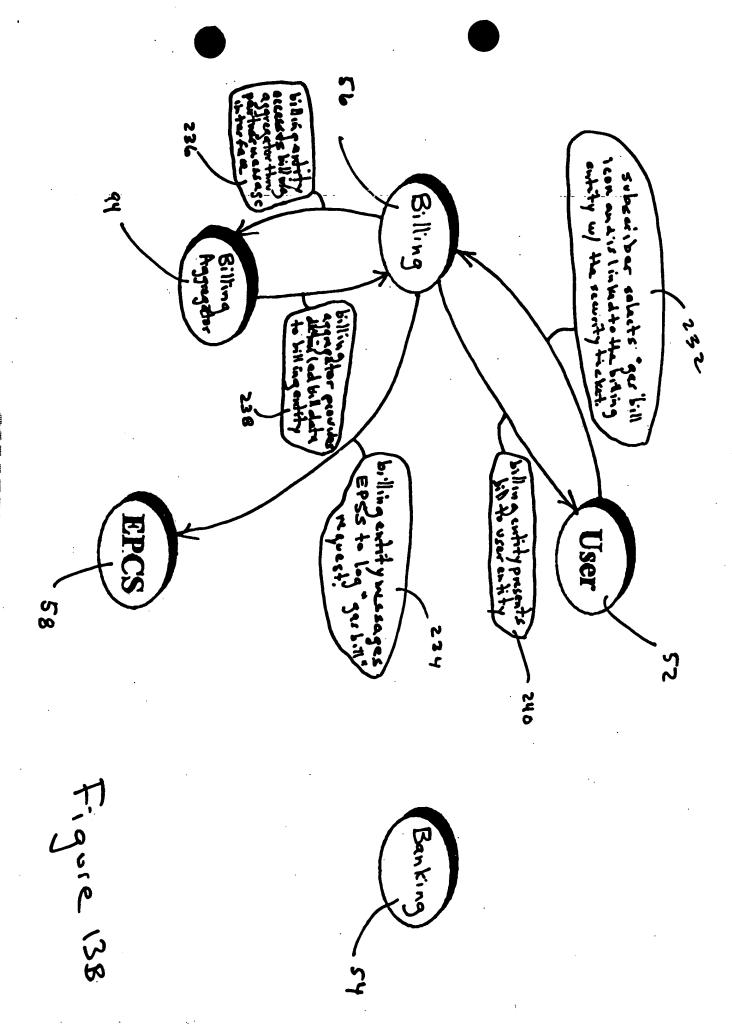
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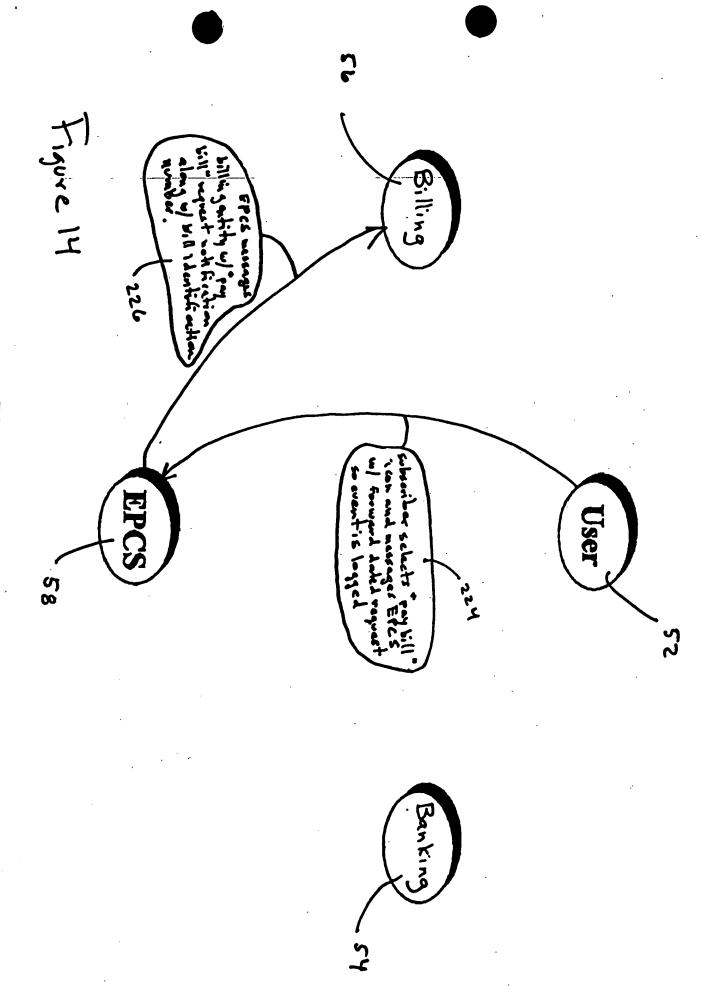
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Banking Entity
sign-on Screen USERNAME: PASSWORD: 50

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222 Banking Entity
Home Page View Chacking Account View Bills

-130

Figure 17

GGTCC" +BZZEGC

Home Page Fors Entity Bills Available Figure 18 EPCS Entity Frame Cas 8,11 All Bills · Euchyc S. 11 ~ Cable B, 11: 150 127 - 124

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Home Page Fors Entity Bills Available EPCS Entity Frame Meter Reading Region Phone B. II Cable Bill. -1140A -1150A -II48A -1152A

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Kanking Entity Modified Home Page Fercs Entity Bills Available EPCS Entity Frame All Bills Mider Reading Reg Moster Reading Reg Phone Bill # 15.000 Cable 8, 11 430.00 @ PEY VERY -11408 -11508 -11528

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Figure 24A

Figure 248

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PHONE Bill Home Daze Billing Billing Billing Bith Frame 1166A -1160 1168A~ Billing Birty Frame -call c Cos7 Account Revised total Cost Bay Bill 1165A 7165C. -11608 -11628

tigure 246